



**Cell Phone Service  
Request for Bids  
E-Rate 2011-2012**

**Equipment and Services:**

Muskegon Heights Public Schools (MHPS) is seeking proposals for its 2011-2012 E-Rate cell phone service. We have an estimated 25 cell phones (with 6 BlackBerry equivalent) with an average of 400 minutes per month per phone, including voice mail and group calling. Please provide proposals that include Voice Mail, Text Messaging, 3-way calling, Call Waiting, Wireless Internet Access, Caller ID and “direct connect” features/options, if available.

All areas within the geographical district must have 100% connectivity—minimum three bars. All plans proposed must include detailed billing, paper, CD Rom and online account access.

**In Addition, Please provide the following information:**

1. Length of time business has provided this type of service.
2. 3 reference sites using your service 3 years or more.
3. The Service Level Agreement (SLA) for your proposal.
4. Indicate any options available.
5. Trouble reporting and escalation procedures.
6. Hours of operation for help or trouble reporting.
7. Describe maintenance and trouble notification (to us) procedures.
8. Costs: Detail all service costs with cost of supported cell phones separate.
9. Please show applicable discounts separately, if applicable.
10. Your E-Rate Service Provider Identification Number (SPIN) on your proposal.
11. An implementation timeline proposal with all service fully implemented starting July 1, 2011.
12. Corporate customer E-Rate contact information.

**Special Conditions:**

1. All equipment costs must be included and identified separately.
2. Prices to remain firm through SLD approval, execution, and duration of the proposed contract. In the event of a price decrease for service or from the manufacture, said decrease shall be passed on to the District and documented with new price sheet sent MHPS – Randy Dowdy..
3. The RFP must cover the total cost of successfully converting all users to the new service.
4. The RFP must include a detailed project plan for a seamless transition and uninterrupted service for all users.
5. The RFP/RFQ must include a roll-over for existing voicemail and email.
6. All existing telephone numbers must remain the same.

7. The Board of Education reserves the right to reject any and all bids/proposals, or any or all items of any bid/proposal.

**Notes:**

1. Multi-year contracts may be considered.
2. This RFP is subject to E-Rate and District funding availability.

**Selection Criteria:**

1. Bid Price
2. Equipment Costs
3. Training (if required)
4. Warranty

The successful bidder will be chosen based upon best value. The district reserves the right to reject any or all bids. All bids must be received by January 3, 2011 at the Technology Department, Muskegon Heights Public Schools, 2603 Leahy, Muskegon MI. 49444.